



Job Description
Program Coordinator
January 2024

CASA of the Continental Divide

CASA of the Continental Divide (CASACD) was established in 1999 as a 501(c)(3) tax-exempt organization and serves children in Colorado’s 5th Judicial District, which encompasses Clear Creek, Eagle, Lake and Summit Counties. The CASACD program is the only one of its kind in Colorado’s 5th Judicial District. CASACD is a member of The National CASA Association and CASA in Colorado.

Our mission is to guide volunteer advocates who ensure a child’s safety, best interest and well-being are at the forefront of legal proceedings.

Diversity, Equity and Inclusion Statement:

CASA of the Continental Divide (CASACD) has a strong commitment to safe, equitable, diverse, and inclusive principles in our organization and in our community. CASACD welcomes, and embraces everyone no matter their race, color, religion, sex, sexual orientation, gender identity or expression, age, other abled, marital status, citizenship, national origin, genetic information, or any other human characteristic. We respect all views, beliefs, and values as we strive to provide a healthy and supportive environment for all children, families, volunteers, stakeholders, and staff. Our organization makes a pledge to engage in self-awareness, self-evaluation, accountability and self-improvement through education while paying attention to, and honoring, various cultures, forms of communication, and social differences.

CASACD is implementing a Diversity, Equity and Inclusion plan which is reflective of the steps we are taking to make our organization comfortable for all.

Agency Values:

- Promotes equity, safety and permanency for all children.
- Practices transparent communication, internally and externally.
- Approaches challenges with curiosity rather than judgement.
- Utilizes strengths focused critical thinking.
- Engages in self awareness, self evaluation and self improvement.
- Maintains thoughtful and intentional implementation of programs.
- Shared responsibility for our success.
- Celebrates individual strengths and skill sets.
- Upholds partnerships based on trust.
- Supports healthy work life balance.

Position Summary

Reporting to the Co-Executive Director of Programs, the Program Coordinator is responsible for recruiting, training, supervising and supporting Court Appointed Special Advocates. CASA volunteers represent the best interests of children/youth whether involved in Dependency and Neglect or Truancy court cases as well as other programmatic areas. Program Coordinators network within their community to ensure program success by assisting in outreach, sharing program information, and collaborating with professional partners. Program Coordinators work collaboratively with the Director of Programs to develop new programs, services, strategic plans and policies/procedures.

Key Performance Outcomes

1. Program Related Responsibilities

- Recruit and retain volunteers
 - Assist in development and implementation of volunteer recruitment plans
 - Respond to volunteer inquiries within five business days of receipt with pertinent information regarding our program and expectations
 - Assist in development and implementation of volunteer retention plans
- Supervise Volunteer Advocates
 - Provide appropriate counsel and guidance to advocates
 - Schedule meetings with advocates to review case progress at least one time per month
 - Conduct reviews of cases and volunteer performance on an ongoing basis and as a component of case closure
 - Review written reports and assist in developing case specific recommendations as needed
 - Attend court and case related meetings with the advocate as needed
 - Review file materials for accuracy and ensure Optima data is current
 - Track and encourage advocate completion of the Colorado CASA Wellbeing Assessment in accordance with required time frames
- Manage case overflow which may involve temporarily serving on a case
- Enter data into Optima in a timely manner including volunteer and case specific information
- Participate in development and delivery of advocate training sessions
- Foster relationships with community partners to build knowledge of available services

2. Community Outreach

- Publicize CASACD mission within the community
- Participate in public relations, fundraising, and marketing activities
- Build relationships with community partners to promote CASACD and develop a network of support for children/youth and families

3. Program Evaluation

- Participate in program goal setting and data recording/gathering

- Participate in quality assurance reviews of program performance
- Participate in development and implementation of program expansion to meet the needs of the community
- Maintain an awareness of disproportionality and disparate outcomes in regard to the demographic we serve
- Participate in continuing education and professional development opportunities

Competencies

- Ability to plan, organize and prioritize workload
- Accountable for actions and outcomes in Key Performance Areas
- Ability to work both independently and cooperatively
- Adept at analyzing facts, problem-solving, decision-making and demonstrating good judgment
- Ability to maintain confidentiality of information regarding cases and Volunteers
- Effectively communicate with Co- Executive Director of Programs, program team, child advocates, the court and external agencies
- Represent the agency in a professional demeanor within the office and during external events
- Maintain professional boundaries and demonstrate cultural awareness when working with diverse populations

Qualifications

- High School diploma/ GED equivalency
- Life experience and/or higher education preferred
- Understanding of volunteer program management principles
- Knowledge of child welfare, juvenile and family court systems
- Strong computer competency and e-mail skills; experience with Word preferred
- Preferred bi-lingual English-Spanish speaking
- Clearance of criminal background screening

Marginalized Persons:

We strongly encourage people of color, lesbian, gay, bisexual, transgender, queer and non-binary people, veterans, parents, and individuals with disabilities to apply. CASA of the Continental Divide is an equal opportunity employer and welcomes everyone to our team. Our work seeks to advocate for those who have historically been marginalized. If you have lived experience in this regard your perspective is valuable and your interest in our mission is appreciated. If you need reasonable accommodation at any point in the application or interview process, please let us know.